

GOVERNMENT OF THE DISTRICT OF COLUMBIA POSITION VACANCY ANNOUNCEMENT

CHILD AND FAMILY SERVICES AGENCY OFFICE OF THE DEPUTY DIRECTOR FOR HUMAN RESOURCES

ANNOUNCEMENT NO: CFSA-05-R106

POSITION: Intake Hotline Worker
DS-301-09/11/12

OPENING DATE: 08/30/05

CLOSING DATE: OUF

IF "OPEN UNTIL FILLED"

FIRST SCREENING DATE: 09/06/05

SALARY RANGE: DS-09 \$36,612 – \$47,165 PA

TOUR OF DUTY: 8:15 am – 4:45 pm Mon. – Fri.
including weekends
3:00 pm – 1:30 am Rotating
Days)
11:00pm – 9:30 am Rotating
Days

WORK SITE: WASHINGTON, D.C.

PROMOTION POTENTIAL: NONE

AREA OF CONSIDERATION: UNLIMITED

NO. OF VACANCIES: ONE (1)

AGENCY: Child and Family Services Agency (CFSA), ODDPO, IIA, IDIII

DURATION OF APPOINTMENT: | X | Permanent | | Term (13 months to 4 years) NTE: Four (4) years
| | Temporary (Up to 1 year, Not-to-Exceed) _____

| X | This position IS in the collective bargaining unit represented by AFSCME - LOCAL 2401 and you may be required to pay an agency service fee through an automatic payroll deduction.

| | This position IS NOT in a collective bargaining unit.

RESIDENCY PREFERENCE AMENDMENT ACT: An applicant for a position in the Career Service or for an attorney position (DS-905) in the Excepted Service who is a bona fide resident of the District of Columbia AT THE TIME OF APPLICATION, may claim a hiring preference over a non-resident applicant by completing the D.C. 2000RP, Residency Preference for Employment Form, and submitting it with the D.C. 2000, Application for Employment. To be granted preference, an applicant must: (1) be qualified for the position; and (2) submit a claim form at the time of application. Except for employees entitled by law to preference, preference will not be granted unless the claim is made at the time of application.

BRIEF DESCRIPTION OF DUTIES:

The incumbent answers calls coming into Child Abuse and Neglect Hotline. Assesses and obtains necessary information through use of interviewing and crisis intervention skills to determine if caller is in need of information and a referral to community services or if the information meets District Government and Federal mandates for abuse and/or neglect. Provides the caller with appropriate community resources, if it is an Information and Referral Call and documents the call in the database, FACES as appropriate. Assesses for safety of the child and determines the priority and response time utilizing risk and safety assessments. Consults with the Hotline Supervisor regarding safety issues as appropriate. Takes information provided by the caller and develops and organizes a conscience report. Enter (via typing) the information into the system and forward to supervisor for approval within the appropriate time frame. Utilizes Hotline protocols and procedures to complete additional requirements for documenting and reporting information internally and externally.

QUALIFICATION REQUIREMENTS:

One year specialized experience equivalent to at least the next lower grade which has equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position and that is typically in or related to the work of the position to be filled.

- MSW Degree in Social Work or related field desired

OFFICIAL JOB OFFERS ARE MADE ONLY BY THE OFFICE OF THE DEPUTY DIRECTOR FOR HUMAN RESOURCES

SUBMISSION OF RANKING FACTORS

The following ranking factors will be used in the evaluation process. All applicants **MUST** respond to the ranking factors **ON A SEPARATE SHEET OF PAPER**. Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you meet the ranking factors that have been determined to be of importance for the position for which you are applying. You may refer to any experience, education, training, awards, outside activities, etc., that indicate the degree to which you possess the job-related knowledge, skills, and abilities described in the ranking factors. The information given in response to the ranking factors should be complete and accurate to the best of your knowledge. **FAILURE TO RESPOND TO ALL RANKING FACTORS WILL ELIMINATE YOU FROM CONSIDERATION.**

1. General knowledge of human behavior, child development and family dynamics related to child abuse and neglect of assess risk factors in a given environment;
2. General knowledge of child abuse and neglect laws and regulations that allows the acceptance to reports for investigation;
3. Knowledge of resources for families in the Washington Metropolitan Area;
4. Knowledge of computer operating systems (Microsoft Word, Excel, Access); and
5. Requires oral and written communication skills sufficient to provide services to children and families.

OTHER SIGNIFICANT FACTORS: Pursuant to the Child and Youth, Safety and Health Omnibus Emergency Amendment Act of 2002 and Mayor's Order 90-27 Drug-Free Workplace Act of 1988; the individual selected to fill this position will, as a condition of employment, be required to complete a Drug and Alcohol Test and Criminal Background Check. Employment with the CFSA is subject to satisfactory findings.

DRUG-FREE WORK PLACE ACT OF 1988: "PURSUANT TO THE REQUIREMENTS OF THE DRUG-FREE WORKPLACE ACT OF 1988, THE INDIVIDUAL SELECTED TO FILL THIS POSITION WILL, AS A CONDITION OF EMPLOYMENT, BE REQUIRED TO NOTIFY HIS OR HER IMMEDIATE SUPERVISOR, IN WRITING, NO LATER THAN FIVE (5) DAYS AFTER CONVICTION OF OR A PLEA OF GUILTY TO A VIOLATION OF ANY CRIMINAL DRUG STATUTE OCCURRING IN THE WORKPLACE."

APPLICATIONS SUBMITTED FOR CONSIDERATION WILL NOT BE RETURNED TO THE APPLICANT, EXCEPT APPLICATIONS RECEIVED OUTSIDE THE AREA OF CONSIDERATION OR AFTER THE CLOSING DATE.

HOW TO APPLY: ALL APPLICANTS, AGENCY EMPLOYEES AND OTHER D.C. GOVERNMENT EMPLOYEES MUST SUBMIT THE DISTRICT OF COLUMBIA GOVERNMENT EMPLOYMENT APPLICATION, DC 2000.

<u>MAIL TO:</u>	Child and Family Services Agency Office of the Deputy Director for Human Resources 400 6th Street, SW Washington, DC 20024	<u>WALK-INS:</u>	955 L'Enfant Plaza, 5th Floor Washington, D.C. 20024
<u>TO APPLY:</u>			
<u>FAX TO:</u>	(202) 727-5750	<u>WEB SITE:</u>	www.cfsa.dc.gov
<u>EMAIL TO:</u>	cf saj obs@dc.gov	<u>TELEPHONE:</u>	(202) 724-7373

IN ACCORDANCE WITH THE DC HUMAN RIGHTS ACT OF 1977, AS AMENDED, DC CODE SECTION 2.1401.01 et seq., ("THE ACT") THE DISTRICT OF COLUMBIA DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, MARITAL STATUS, PERSONAL APPEARANCE, SEXUAL ORIENTATION, FAMILIAL STATUS, FAMILY RESPONSIBILITIES, MATRICULATION, POLITICAL AFFILIATION, DISABILITY, SOURCE OF INCOME, OR PLACE OF RESIDENCE OR BUSINESS. DISCRIMINATION IN VIOLATION OF THE ACT WILL NOT BE TOLERATED. VIOLATORS WILL BE SUBJECT TO DISCIPLINARY ACTION.

SALARY REDUCTION OF REEMPLOYED ANNUITANTS: An individual selected for employment in the District government on or after January 1, 1980, who is receiving an annuity under any District government civilian retirement system, shall have his or her pay reduced by the amount of annuity allocable to the period of employment.

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